

Test 2

1. Translate the following expressions. (5p)

- A) non-verbal communication -
- B) Owe somebody a favour -
- C) Put yourself in somebody's shoes -
- D) Stand out from the competition -
- E) Flattery -

2. Read the following extracts from conversations and decide whether the person is managing up, down or sideways. (5p)

- a) 'I think you're ready to take on a bit more responsibility'.
- b) 'I realise you already have a lot of work on this week, but..'
- c) 'I know I already owe you one for standing in for me last time.'
- d) 'Now, I know you're worried about the cost, but have a look at the report I've just received.'
- e) 'Listen, mate, I've got a bit of a problem and I was hoping you might be able to help me out.'

3. Answer the question: What's a small talk? How important is it for business? (2p)

4. Put the time phrases into the correct categories. (7p)

already last weekend in 2004 never last night ago ever
yet all my life last year just yesterday up to now since 2005

Past Simple

Present Perfect

5. Complete the conversation using the correct tense: Past Simple or Present Perfect. (6p)

A: Hello, Kwan? It's Alan. I (just/check in) to my hotel.

B: Hi, Alan. Great to hear from you. When (you/arrive)?

A: About an hour ago. The plane (land) at four this afternoon.

B: How (be) your flight?

A: Well, there (be) a lot of turbulence and it was a bit bumpy so I couldn't get any sleep, but I (just/have) a shower and I'm ready to go when you are!

6. Match the words with the definitions. Select the correct word and drag it to each gap. (8p)

upgrade attachment help desk hard disk spam crash
spreadsheet click

to press a button on a mouse	<input type="text"/>
a file that you send with an email	<input type="text"/>
to make a computer more powerful	<input type="text"/>
an internal part of a computer where data is stored	<input type="text"/>
if computers or computer programs do this, they suddenly stop working	<input type="text"/>
emails sent to large numbers of people, especially when they are not wanted	<input type="text"/>
a service offered by a company or organization to give information and support	<input type="text"/>
a chart produced on a computer, used for comparing numbers	<input type="text"/>



7. Divide the following expressions into positive and negative. Label them L (Love) and H (Hate). (5p)

- A) 'It's really cool'.
- B) 'What really annoys me is ...'
- C) 'What I can't stand is...'.
- D) 'The really neat thing is...'.
- E) 'It drives me nuts.'

8. Read the email below. Change the formal expressions in bold into informal ones from the list below. (5p)

About ... Are we still okay for ...? Following ... If you have any questions, let me know.
I'm sending you ... as an attachment. please ... See you ... Speak to you soon. Thanks.

Further to our telephone conversation this morning, **I'd be grateful if you could** send me a full description of the problem and I'll pass it on to our technical department.

Thank you for taking the time to do this. If I can be of any further assistance, please do contact me again.

I look forward to hearing from you

- a)
- b)
- c)
- d)
- e)

9. Translate. (10p)

- A) fascinating -
- B) amazing -
- C) great -
- D) stressful -
- E) ugly -
- F) violent -
- G) relaxing -
- H) hard -
- J) disgusting -